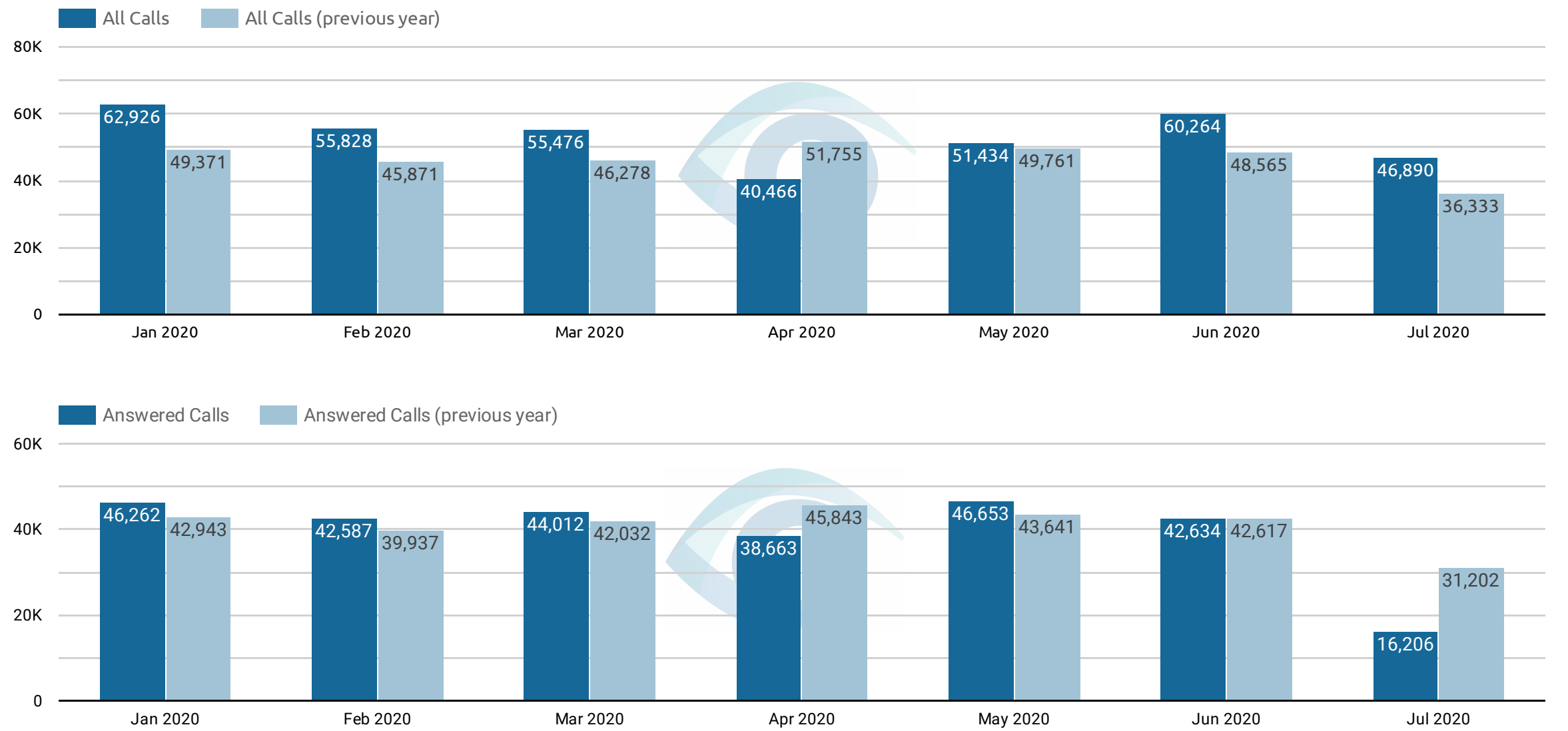




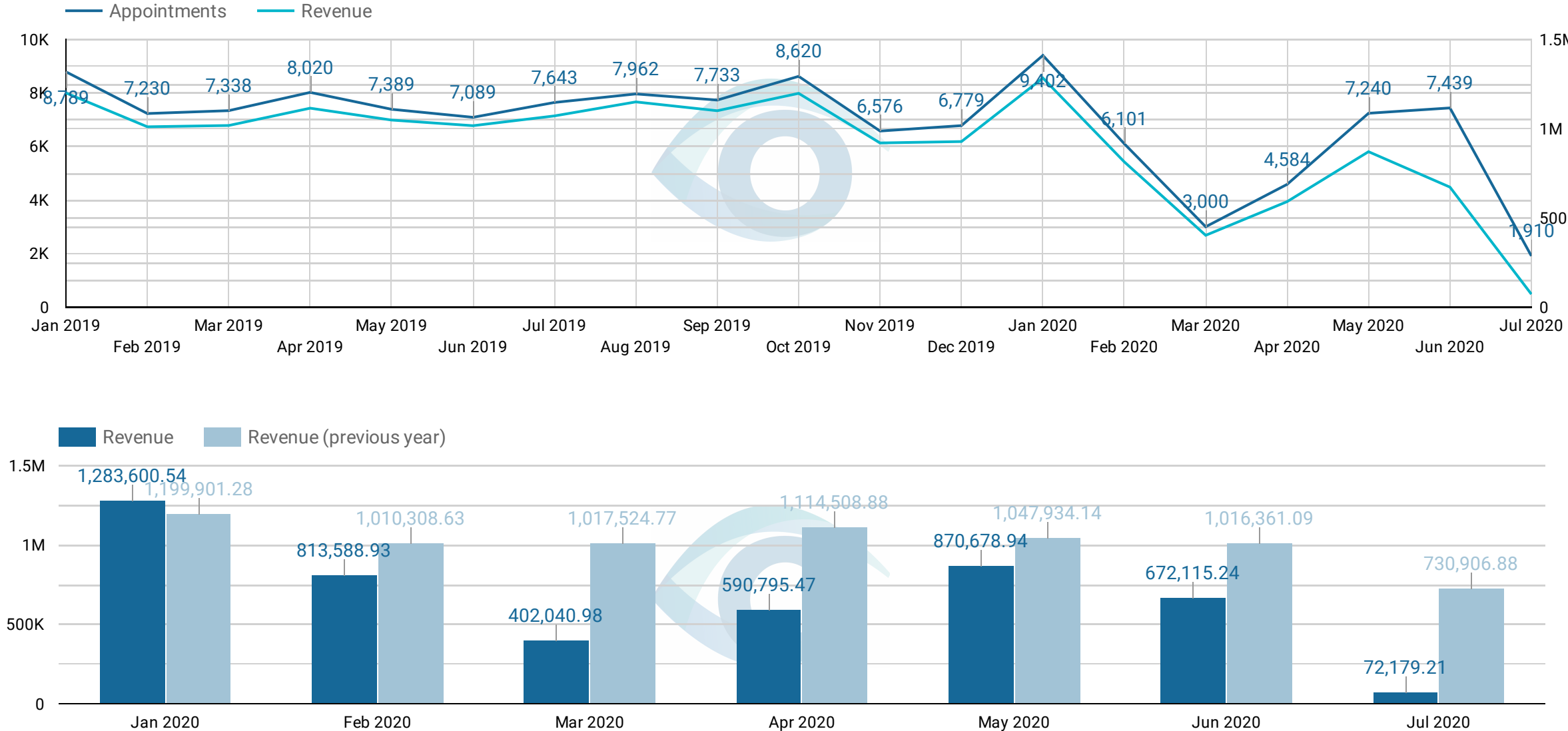
Call Center Volume

*the following report for BDP, SEC and no other brands



Call Center Productivity & Revenue

*special methodology of counting appts is used here and will not be in line with general volume reports - this will more closely align with call volume



Call Center Abandonment

